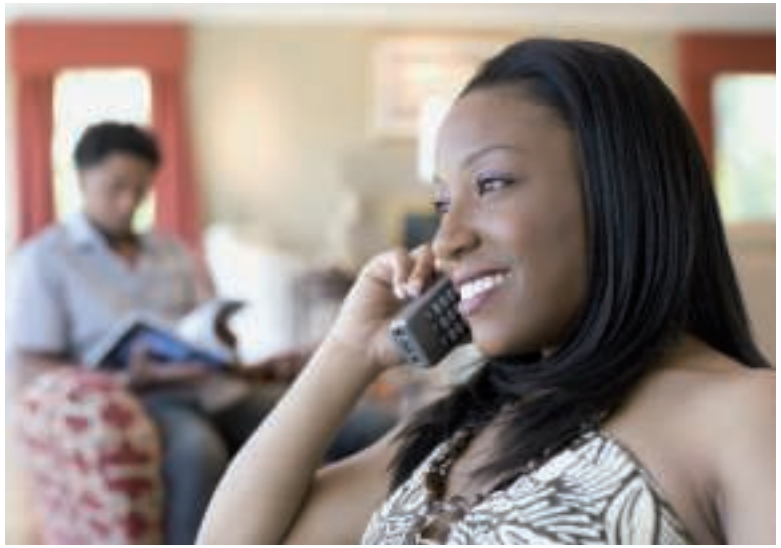

YOUR ROGERS HOME PHONE USER GUIDE

Inside:

- Set up your Voicemail service
- How to use your Calling Features
- How to make free calls to other Rogers customers
- Troubleshooting & FAQs
- And much more...

ROGERS

Welcome to a better home phone service built around you.

Thank you for choosing Rogers Home Phone. It's Home Phone service that works for your busy home and life. Now you can pick up the phone any time and talk to any Rogers Home Phone, Rogers Wireless and Fido® customer in Canada with no long distance charges. It's not an offer; it's a standard part of your Rogers Home Phone service.

You can also customize your service with the Calling Features and Long Distance plan you need. Plus, you'll have the flexibility to change them whenever you need to. Choose from great options, including:

- Convenient Calling Features like our exciting new *Home & Away* Voicemail, where you can receive Voicemail right from your email and enjoy separate Voicemail boxes for everyone in your home
- Unlimited Long Distance plans like our Unlimited North America Plan or low per-minute rate plans like our Whole World Plan

Rogers is committed to innovation and leadership in order to provide you with the best possible service. We're continually making improvements to our services and will notify you of advancements coming in the future.

Enjoy your experience with Rogers Home Phone!

Yours truly,

Phil Hartling
Vice President,
Consumer Services
Rogers Cable Communications Inc.

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WHAT'S INCLUDED WITH YOUR SERVICE

See what you have access to with your Home Phone service.

- Included with your service 5
- Free Long Distance Calling to other Rogers Customers 6
- Extended Local Calling Areas 6
- Operator and Directory Assistance 7
- Service for the Hearing- or Speech-impaired 7

What is available with my Rogers Home Phone service?

With Rogers Home Phone, you have access to all the essential services you're used to with your Home Phone service – including the same 411 and 911 services. Plus, you get free Long Distance calling to other Rogers customers across Canada *and* your choice of Calling Features. And you have the flexibility to change your service as your needs evolve so that your home phone is always built around you.

INCLUDED WITH YOUR SERVICE

As a Rogers Home Phone customer, you have access to a number of helpful and essential features. Take a look through this section for full details on these features.

Standard residential service

Your standard residential telephone service includes:

- Unlimited local calls within your calling area
- Emergency services 911
- Ability to make Long Distance Calls and access to great Long Distance Rates and plans
- Free Long Distance to other Rogers phone customers
- Access to Extended Local Calling Areas in certain cities and provinces
- Operator and Directory Assistance
- Service for the hearing- or speech-impaired

Emergency services

To contact emergency services (fire department, police, ambulance), dial 911. In municipal systems where it is available, Rogers Home Phone service fully supports the enhanced 911 emergency service by making your name, address and telephone number available to the emergency centre serving your area.

Long Distance Calling

As a Rogers Home Phone customer, you can sign up for a Long Distance plan and make Long Distance calls to anywhere in North America and abroad. You have access to a wide selection of plans and rates to suit your needs, including:

- Unlimited plans that give you the freedom to talk any day, any time
- Competitive pay-by-the-minute rate plans
- Great rates for Canada, the U.S, Asia, South Asia and Europe

For more information, go to page 11.

FREE LONG DISTANCE CALLING TO OTHER ROGERS CUSTOMERS

As a standard part of your Rogers Home Phone service, you can call any Rogers Home Phone, Rogers Wireless or Fido® customer across the country without paying Long Distance charges.

This means that you can talk to over 7 million people without paying Long Distance charges. It isn't a promotion. It's here to stay and it doesn't cost you anything. It's another advantage to being a Rogers Home Phone customer.

- You can talk as long as you want, whenever you want.
- There are no restrictions on the time of day or the length of the call.
- There are no new digits to dial or extra charges to pay, and you don't have to sign up.

To take advantage of this benefit, just pick up the phone and call another Rogers customer. As long as you have your local and Long Distance service with Rogers, these calls are automatically free.

Your free Long Distance Calling applies to all these calls:

FROM YOUR ROGERS HOME PHONE

- TO A Rogers Wireless or Fido® wireless phone, including prepaid
- TO A Rogers Home Phone

The service appears on your invoice as *My Home Connections* for any call placed to these phone numbers.

For more information, visit **rogers.com/myhomeconnections** or call **1 888 ROGERS1** and say Rogers Home Phone.

HELPFUL HINTS

- *You must have your Local and Long Distance service with Rogers to benefit from free calling to other customers.*
- *Calls made using a Calling Card or calls made with operator assistance will incur Long Distance charges.*

EXTENDED LOCAL CALLING AREAS

In some areas, such as New Brunswick, Newfoundland and Barrie, Rogers has extended the local calling area. You can call anyone in this area without paying Long Distance charges - even if they aren't Rogers customers. For more information, read on to find the potential calling area specific to you or visit **rogers.com/homephone**.

New Brunswick – Say hello to FREE in-province calls.

Do you live in New Brunswick and call friends and family across the province? With Rogers, you can keep in touch for FREE! With Rogers Home Phone, every call you make in the province is a local call. Call any time you want and talk for as long as you want.

Newfoundland – Call in Newfoundland & Labrador for FREE.

If you're living in Newfoundland & Labrador, any call within the province is a local call. You can call at anytime of day and talk for as long as you want.

Barrie, Ontario – Call anyone in the 416 and 647 area for FREE.

If you currently reside in Barrie, you can call friends and family in the Greater Toronto Area for FREE. With Rogers Home Phone, any call to any number with a 416 or 647 area code is a local call.

OPERATOR AND DIRECTORY ASSISTANCE

Directory Assistance

If you need help finding a telephone number, call Directory Assistance. Your account will be charged on a per-use basis.

- For local and North American Long Distance numbers, dial 4 1 1.
- For international Directory Assistance, dial 0.

Operator Assistance

If you need help placing a call, our operators can assist you 24 hours a day, 7 days a week. Just dial 0. Several services are available, including collect and bill-to-third-party calls. Charges may apply.

For collect or bill-to-third-party calls, use our automated operator assistance service by dialing 0, followed by the 10-digit telephone number that you want to reach.

NOTE: A nominal service fee applies to each Directory Assistance or Operator Assitance call. Long Distance charges apply, if necessary to complete the call.

SERVICE FOR THE HEARING- OR SPEECH-IMPAIRED

The Message Relay Service provides 24/7 telephone accessibility to persons with hearing problems who use telecommunication devices for the deaf, such as teletypewriters (TTY), or other types of specialized devices to place or receive calls.

A hearing person can contact someone who is hearing- or speech-impaired via the Message Relay Service by dialing 7 1 1. There is no additional charge for local calls.

- For TTY to Voice, dial 7 1 1.
- For Voice to TTY, dial 1 800 855-0511.
- For TTY to TTY, dial 1 800 855-1155.

LONG DISTANCE PLANS

› Per-minute Long Distance Plans 11

› Unlimited Long Distance Plans 11

What kind of choice do I have when selecting a Long Distance plan?

Although you may have already selected a Long Distance plan, Rogers offers a number of different plans that you can switch to at any time. Whether you're calling friends and family here in Canada or across the globe, there's a Long Distance plan that's right for you.

SELECTING A LONG DISTANCE PLAN

Rogers has a variety of Long Distance plans available – including unlimited plans and competitive pay-by-the-minute rate plans. Whenever your needs change, you can select the plan that is right for you while keeping the flexibility to change in the future.

PER-MINUTE LONG DISTANCE PLANS

The Starter Plan
- Call anywhere in Canada or the U.S for 7¢/minute – any time.
- Enjoy our low international rates when you call other international countries.

Whole World Plan
- Competitive per-minute rates including 1¢/minute to China, 2¢/minute to the U.K. and 7¢/minute to India.
- Low rates when you call other international countries.
- $1 monthly recurring charge.

All World Plan
- 5¢/minute calling within Canada and the U.S, any time of the day or night.
- Low rates when you call other international countries.
- $1 monthly recurring charge.

Asia For You Plan
- Competitive per-minute rates to India, Pakistan, Philippines and Thailand.
- 6¢/minute for calling within Canada and the U.S, any time.
- Low rates when you call other international countries.
- $1 monthly recurring charge.

Evenings and Weekends 1200 Plan
- 8¢/minute within Canada for Evenings and Weekends for up to 225 minutes (or $18 per month).
- Additional minutes are free up to 1200 minutes.
- 8¢/minute if you go over 1200 minutes.
- 10¢/minute within Canada in the daytime.
- 10¢/minute to the U.S. 24/7.

Time of Day
Daytime: Monday to Friday 8:00 am to 6:00 pm local time
Evenings: Monday to Thursday 6:00 pm to 8:00 am local time
Weekends: Friday 6:00 pm to Monday 8:00 am local time

UNLIMITED LONG DISTANCE PLANS

Unlimited North America Plan
- Unlimited calling within Canada and the U.S. anytime
- One low flat monthly rate.
- Low rates when you call other international countries.

Talk International Asia Pacific Plan
- Unlimited calling to 7 Asian/Pacific countries (including China, Malaysia, Singapore and Australia).
- One low flat monthly rate.
- Calls within Canada and the U.S. for as low as 5¢/minute.
- Low rates when you call other international countries.

Talk International Europe Plan
- Unlimited calling to 19 European countries.
- One low flat monthly rate.
- Calls within Canada and the U.S. for as low as 5¢/minute.
- Low rates when you call other international countries.

Talk International Plus Plan
- Unlimited calling to a select group of countries in Europe and Asia Pacific.
- One low flat monthly rate.
- Calls within Canada and the U.S. for as low as 5¢/minute.
- Low rates when you call other international countries.

*Visit **rogers.com/homephone** for all the latest information on Long Distance plans and rates.*

CALLING FEATURES

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What calling features do I have access to with Rogers Home Phone?

Depending on what you and your family need, you can select from a wide variety of features – everything from Voicemail to Three-Way Calling and more. Read on to see how you can customize your Rogers Home Phone service. Please note that if you do not choose to subscribe to a Calling Feature, per-use charges may apply to use that feature.

HOME & AWAY VOICEMAIL

Voicemail Reinvented

When you can't answer the phone, Voicemail allows callers to leave you a message that you can retrieve at a later time. *Home & Away* Voicemail lets you do even more with a suite of exciting new features that revolve around your lifestyle!

You now have the ability to customize and manage your service to simplify your life. You can unite your home phone and wireless Voicemail into one convenient mailbox, manage your messages through email, and much more. And it all comes standard – once you've subscribed to Voicemail, you can activate any of the features below at no extra charge.

Online-Voicemail

Tired of dialing in to retrieve voicemail messages? Get notified and listen to your voicemail message through email with Online-Voicemail. Receive an email notification with the voicemail message attached. Manage your voicemail like email – view, listen and forward online, from anywhere. It's the ultimate in convenience and flexibility.
For more, go to page 19

Duo-Access

Interested in saving time by managing your Rogers Home Phone and Rogers Wireless Voicemail at the same time? Make life easier! Simply activate Duo-Access and combine your Voicemail boxes and only ever have to check one place to get your messages.
For more, go to page 20

Multi-Mailboxes

Have a large family or roomates? Now everyone in the house can control and manage their Voicemail. Multi-Mailbox allows you to create up to 5 separate mailboxes, each with a private password and separate message storage.
For more, go to page 21

Voicemail-Notifier

Now you never have to miss an important message again. Activate the Voicemail-Notifier feature and you can be notified on your pager, Wireless device or at another telephone number as soon as any new messages arrive, no matter where you are.
For more, go to page 23

All of these features are a part of your *Home & Away* Voicemail service. If you've opted for Voicemail service, you can activate these features at no extra charge. See the next pages for details.

HOME & AWAY VOICEMAIL – SET UP

Here are some quick steps that can help you set up your Voicemail.

To activate your Voicemail for the first time:

1. Dial *98 from your home phone.
2. Enter your temporary password.
   NOTE – Your temporary password is the last four digits of your telephone number. For example, if your phone number is (555) 555-1234, then your temporary password is 1234.
3. Press # to begin setting up your mailbox.
4. Enter your new Voicemail password (your new password must be 4-10 digits).
5. Press 1 to confirm your new password.
6. Record your first and last name after you hear the tone.
7. Press # after you've recorded your name, and press 1 to confirm.
8. Press 1 to record your own personal greeting. (Or press 2 to choose a standard greeting.)
9. Record your personal greeting after you hear the tone.
10. Press # after you have recorded your personal greeting, and listen to the playback.
11. If you're satisfied with your recording, press 1 to complete your Voicemail activation.

Advanced commands while reviewing your messages from your Voicemail:

During message, press

- 1 Rewind
- 2 Pause/continue
- 3 Fast-forward
- 4 Listen to the message again
- 5 Date/time/length of message
- 7 Erase the message
- 9 Save the message
- 0 Help
- * Return to Main Menu
- # Skip message in progress

After message, press

- 1 Rewind
- 2 Pause/continue
- 4 Listen to the message again
- 5 Date/time/length of message
- 7 Erase the message
- 9 Save the message
- 0 Help
- * Cancel

HOME & AWAY VOICEMAIL – NEW MESSAGE ALERT

If there is at least one new Voicemail message to be collected, you will be notified by a "stuttering" dial tone when you pick up your telephone. Certain telephones will also have a message waiting indicator light or display. Please consult your telephone owner's manual for further information.

To access your voicemail:

From home:

1. Dial *98.
2. Enter your password. You are now in the Voicemail Main Menu.
3. From the Voicemail Main Menu, enter 11 to listen to your new Voicemail messages.

Away from home, as a local call:

1. Dial your home telephone number. *(NOTE: Your home phone will ring.)*
2. Once you hear your recorded greeting, press 9.
3. Enter your password. You are now in the Voicemail Main Menu.
4. From the Voicemail Main Menu, enter 11 to listen to your new Voicemail messages.

Away from home, as a toll-free call:

1. Dial 1 87ROGERSVM (1 877 643-7786).
2. Enter your 10-digit telephone number.
3. Enter your password. You are now in the Voicemail Main Menu.
4. From the Voicemail Main Menu, enter 1 to listen to your new Voicemail messages.

Online, through the Internet:

1. Login to rogers.com/onlinevoicemail
2. Enter your 10-digit telephone number and Voicemail password (same password you use to access your message over the phone).

*For more information on Online Voicemail, please see **page 19**.*

TIPS

- *To fast-forward to the end of a message, press 33. To review the message again, press 1 while you are listening to return to the beginning.*
- *Want to find out when a message was left? Press 5 when reviewing a message to hear the date, time and duration of the message as well as the name of the caller who left the message (including their telephone number, if available).*

HOME & AWAY VOICEMAIL

Personalizing Your Voicemail

As with most of your Home Phone features, you can customize your Voicemail by recording your personal greeting, setting your password and more.

TIP *Need more time to answer your phone when you're home? You can change to the number of rings before your voicemail picks up. See the table below for more information.*

Here are a few ways you can personalize your Home Phone Service.

To record a Personal Greeting:

1. Pick up your phone and dial *98. Then enter your password.
2. Press 4312.
3. After the beep, record your Personal Greeting. Press # when complete.

To change the recorded name for your Voicemail:

1. Pick up your phone and dial *98. Then enter your password.
2. Press 4332.
3. After the beep, record your name and press #.
4. Press # and then press 1.

To change your Voicemail password:

1. Pick up your phone and dial *98. Then enter your password.
2. Press 4211 and then enter your new password.
3. Press # and then press 1.

To change the number of rings before calls are directed to your Voicemail:

1. Pick up your phone and dial *94.
2. After the tone, enter the desired number of rings (from 2-9) before unanswered calls are directed to your Voicemail.
3. You will hear two beeps to confirm you have successfully made the change.
4. Hang up.

To turn off Voicemail so that unanswered calls continue to ring:

1. Pick up your phone and dial *93.
2. Listen for two beeps confirming that Voicemail has been turned off.
3. Hang up.

To turn Voicemail back on:

1. Pick up your phone and dial *92.
2. Listen for two beeps confirming that Voicemail has been turned back on.
3. Hang up.

To turn off Voicemail so that callers hear a busy signal while you are on the telephone:

1. Pick up your phone and dial *91.
2. Listen for two beeps confirming that Voicemail has been turned off.
3. Hang up.

To turn Voicemail back on:

1. Pick up your phone and dial *90.
2. Listen for two beeps confirming that Voicemail has been turned back on.
3. Hang up.

TIPS

- *When you are leaving a Voicemail message for someone else, you can save time and skip their greeting message by pressing #.*
- *If you make a mistake when you are leaving a message for someone else, you can press * to erase your message and start over.*

HOME & AWAY VOICEMAIL – ONLINE-VOICEMAIL

Forget dialing in to retrieve Voicemail messages. Get notified and listen to your Voicemail message through email with Online-Voicemail. This feature is included in your Voicemail service. There is no additional charge for Online-Voicemail.

Receive an email notification with the Voicemail message attached. Manage your Voicemail like email – view, listen, and forward online, from anywhere.[1]

To sign up for Online-Voicemail:

1. Visit **rogers.com/onlinevoicemail**
2. Enter your Rogers Home Phone number and your Voicemail password (the same password used to access your voicemail from your home phone).
3. Select the **Voicemail Settings** tab.
4. Click on **Email Address** in the left-hand menu.
5. Click **Add** beside one of the email address fields.
6. Enter your email address, and click **Submit**.
7. It will be set up immediately.

Or call **1 888 ROGERS1** and request Rogers Home Phone Account Changes.

Listen to your messages from your email inbox:

Here is a sample of the email you will receive in your inbox when someone leaves a Voicemail on your home phone. It contains the information below and will have an attached audiofile that you can download and play.

You have a new Voicemail Message from **905-123-4567** received on **Friday November 09, 2007 at 10:03 AM**.

To play your Voicemail Message double click the attached file or click here to LOGIN to Online-Voicemail to veiw and manage all your messages.

Login to your Online-Voicemail Inbox and manage your messages online.

From any Internet connection:

1. Click on the link in the email or visit **rogers.com/onlinevoicemail**
2. Enter your 10-digit telephone number and Voicemail password (same password used to access your messages over the phone).

Once logged in, you can:

- View, listen to, delete and forward Voicemail messages
- Change your personal greeting
- Record and send a Voicemail message
- Change your Voicemail password
- Change the email address to which your Voicemail messsages are sent

HOME & AWAY VOICEMAIL – DUO-ACCESS

Save time and combine all your Voicemail into one box. With Duo-Access, you can share your Voicemail box between your Rogers Home Phone and Rogers Wireless phone or between two Rogers Home Phone numbers.[2]

To sign up for Duo-Access:

1. Call **1 888 ROGERS1** and request Rogers Home Phone Account Changes.
2. Provide them with the home phone or wireless phone numbers that you would like to have sharing the Voicemail service.
3. Your Voicemail boxes will begin to be shared within 48 hours.

TIPS

- *If you have activated Duo-Access, you will be notified on both your Home Phone and Wireless Phone that you have a new Voicemail message.*
- *If you also have Online Voicemail activated, you will receive Voicemail messages for your shared Voicemail box through email.*

HOME & AWAY VOICEMAIL – MULTI-MAILBOX

With Multi-Mailbox, each person can manage their personal mailbox separately. Multi-Mailbox allows you to create up to 5 separate mailboxes, each with a private password and separate message storage.

To sign up for Multi-Mailbox:

1. Call **1 888 ROGERS1** and request Rogers Home Phone Account Changes.
2. Provide them with the number of sub-mailboxes you would like added. You can add up to 4 separate sub-mailboxes.

To set up each of the sub-mailboxes:

1. Dial * 9 8 from your home phone.
2. Press a key to select the desired sub-mailbox –(0 for main and 1–4 for sub-mailboxes.)
3. Enter your temporary password. Your temporary password is the last four digits of your telephone number. For example, if your phone number is (555) 555-1234, then your temporary password is 1 2 3 4.
4. Press # to begin setting up your mailbox.
5. Enter your new Voicemail password. (Your new password must be 4-10 digits.)
6. Press 1 to confirm your new password.
7. Record your first and last name after you hear the tone.
8. Press # after you've recorded your name, and press 1 to confirm.
9. Press 1 to record your own personal greeting. (Or you can also press 2 to choose a standard greeting.)
10. Record your personal greeting after you hear the tone.
11. Press # after you have recorded your personal greeting, and listen to your message.
12. If you're satisfied with your recording, press 1 to complete your Voicemail activation.

To access your mailboxes:

From home:

1. Dial * 9 8.
2. Press a key between 0 and 4 to select the desired mailbox.
3. Enter your password. You are now in the Voicemail Main Menu.
4. From the Voicemail Main Menu, enter 1 1 to listen to your new Voicemail messages.

Away from home, as a local call:

1. Dial your home telephone number.
   (NOTE: Your home phone will ring.)
2. Once you hear your recorded greeting, press 9.
3. Press a key between 0 and 4 to select the desired mailbox.
4. Enter your Voicemail password. You are now in the Voicemail Main Menu.
5. From the Voicemail Main Menu, enter 1 1 to listen to your new Voicemail messages.

Away from home, as a toll-free call:

1. Dial **1 87ROGERSVM** (1 877 643-7786).
2. Enter your 10-digit telephone number.
3. Press a key between 0 and 4 to select the desired mailbox.
4. When prompted, enter your password. You are now in the Voicemail Main Menu.
5. From the Voicemail Main Menu, enter 1 1 to listen to your new Voicemail messages.

TIP *Each unique mailbox can be set up with Online Voicemail and Duo-Access.*

HOME & AWAY VOICEMAIL – VOICEMAIL-NOTIFIER

Want to be notified on your pager, Wireless device or at another telephone number that you have a new Home Phone Voicemail? Activate the Voicemail Notifier feature and be notified of new messages as soon as they arrive, no matter where you are.

To sign up for Voicemail Notifier:

1. Call **1 888 ROGERS1** and request Rogers Home Phone Account Changes.
2. Provide them with the number at which you would like to be notified when you receive a Voicemail. Please specify whether this number is a pager or telephone number.

HOME & AWAY VOICEMAIL – GROUP DISTRIBUTION LIST

With Rogers Home Phone, you can create Voicemail Group Distribution Lists that allow for quick communication to several people with a single call. Voicemail Group Distribution Lists can only include Rogers Home Phone and Rogers Wireless numbers.

To create a Voicemail Group Distribution List:

1. Dial * 9 8.
2. Press 4.
3. Press 2.
4. Press 2 for Distribution List.
5. Press 1 to create a new Distribution List.
6. A group number is automatically assigned to the group. Say the name you wish to associate with this group. Press 1 to keep this name or press 2 to change it.
7. Enter the mailbox number (phone number) of the person you wish to include in the group. Enter the sub-mailbox number when prompted, if applicable.
8. Follow the prompts to enter another subscriber to the Distribution List or press # if there are no other subscribers you wish to add to the Distribution List.

CALL DISPLAY

Know who's calling before you pick up the phone. Call Display shows the caller's name and number on any phone with a display screen.

How to use Call Display: If you subscribe to the Call Display feature, this service is always on, you never need to activate it. After the first ring, the caller's name and number will automatically be displayed.

Things to keep in mind when setting up and using your Call Display:

- Some Call Display-compatible phones have advanced features that allow you to display a list of callers as well as the date and time the calls were placed. Consult the manufacturer's user guide for more information about your phone.
- If some calls display as **Private Name** or **Private Number**, the caller has intentionally blocked display of his or her number and/or name.
- The Call Display feature may not be available or may not display correct information for calls made from public, business or cellular telephones, calls placed by operators or some Long Distance calls.
- If you are using the Call Forward feature, information about calls initially intended for your line cannot be displayed.
- Unlisted phone numbers will still appear on your Call Display unless the caller uses Call Display Blocking.
- Some Call Display-compatible phones allow you to program your area code into your phone. This means that calls being displayed show only the 7-digit telephone number (without the area code). If you are in a 10-digit dialing area and attempt to redial this number, the call will fail.

  To display the full 10-digit telephone number and avoid this problem, do not program an area code into your phone. Refer to the phone manufacturer's user guide to learn how to delete the area code.

CALL DISPLAY BLOCKING

If you subscribe to the Call Display Blocking feature, your name and number will never be displayed to the people you call. Instead, your name and number will appear as **Private** to those you are calling.

To override this feature and display your Call Display information on specific calls:

1. Pick up your phone and dial *82.

2. Dial the number. Your name and number will be displayed.

TIP *The instructions to the left on how to override Call Display Blocking (to display your information on a specific call) work on a per-call basis only. You need to follow these steps every time you wish to show your name and number on a call.*

PER-CALL DISPLAY BLOCKING

Per-Call Display Blocking allows you to prevent your name and number from being displayed on the current outgoing call. Instead, your name and number will appear as **Private** to those you are calling. You must activate this feature prior to each call that you make.

To block your personal Call Display information for this call only:

1. Pick up your phone and dial *67.
2. Dial the phone number that you want to call. The call recipient's Call Display will show **Private Name – Private Number**.

CALL WAITING

When you're on the line but are anticipating another call, Call Waiting will alert you to an incoming call with a brief tone. You can then choose to answer the call or ignore the alert.

When you hear a Call Waiting alert tone, your three options are as follows:

End your current conversation and answer the call waiting:

1. Quickly end the current conversation and hang up. Your phone will instantly ring and you can answer the call waiting.

OR

Place the current conversation on hold to take the call waiting:

1. Briefly press the hang-up (or LINK/FLASH) button to answer the call waiting when you hear the alert tone. Your original caller will be put on hold and you will be connected with the call waiting.
2. To return to your first caller or to alternate between calls, briefly press the hang-up (or LINK/FLASH) button.
3. If you end either of your conversations by hanging up, your phone will instantly ring, allowing you to resume the conversation on hold.

OR

Ignore the Call Waiting alert tone:

1. Simply do not respond to the Call Waiting alert tone. If you subscribe to Voicemail, the Call Waiting caller will have an opportunity to leave a message.

HELPFUL HINTS

- *Call Waiting is temporarily suspended if you are using Three-Way Calling. Additional callers will receive a busy signal. If you subscribe to Voicemail, your calls will be routed directly to your Voicemail.*
- *To resume the Call Waiting feature, end the three-way call.*

TIPS

- *If you have Call Waiting and Call Display and have a phone that is compatible, you will automatically receive Visual Call Waiting. To help you decide whether or not to answer your call waiting, the number of the incoming caller will be displayed on your phone.*
- *This requires a phone that is Visual Call Waiting-compatible.*

CALL WAITING (continued)

Deactivating Call Waiting

If you have an important call and do not want to be distracted by someone else trying to call you, you can temporarily deactivate Call Waiting.

To temporarily deactivate Call Waiting before making a call:

1. Pick up your phone and dial *70. You will hear two short beeps followed by the dial tone, indicating that Call Waiting has been temporarily deactivated.
2. Make your call. Call Waiting will be reactivated automatically when you end the current call.

To temporarily deactivate Call Waiting during a call:

1. Briefly press the hang-up (or LINK/FLASH) button and then dial *70. Remember that pressing the hang-up (or LINK/FLASH) button while there is a call waiting will put the current caller on hold, allowing you to speak to the new caller.
2. Wait for the two brief beeps, indicating that Call Waiting has been temporarily deactivated. Your current conversation will automatically resume. Call Waiting will be reactivated automatically once you end the current call.

Call Waiting with a Building Access System or Enterphone®

Some apartment buildings and condominiums have an internal phone system to allow residents to unlock the building door for visitors.

To answer a visitor who is calling from the lobby while you're on the phone:

1. After hearing the special **lobby** call waiting tone, press # to answer the visitor call.*
2. To end the lobby call and return to your original call, press the **FLASH/HOOK** key on your phone.

*If pressing # does not switch the call to the lobby, press the "FLASH/HOOK" key instead.

HELPFUL HINT

You cannot deactivate the service WHILE there is a call waiting.

CALL FORWARD – ALL CALLS

If you're out and want to make sure you receive that important call, Call Forward keeps you connected wherever you are. By using this feature, you can have all of your incoming calls forwarded to an alternate phone number, such as your cell phone or pager.

To activate Call Forward – All Calls:

1. Pick up your phone and dial *72.
2. Dial the full phone number to which you want your calls forwarded.
3. If someone answers after you dial the number, ensure that you stay on the line for a minimum of five seconds or Call Forward will not be activated.

If the line is busy or there is no answer:

1. Pick up your phone and dial *72 again.
2. Redial the phone number to which you want your calls forwarded. You will hear two beeps, confirming that Call Forward is activated.

To confirm that Call Forward – All Calls is activated:

1. Pick up your phone and dial *72. If you hear a busy tone, Call Forward is activated.

To deactivate Call Forward – All Calls:

1. Pick up your phone, wait for the tone and dial *73.
2. Listen for two beeps and hang up.

HELPFUL HINTS

- *If someone tries to call you while Call Forward is on, your phone will ring briefly to remind you that the service is activated. You can make outgoing calls, but you cannot receive any calls.*
- *If you subscribe to the Voicemail service and forward calls to an alternate number, your Voicemail service will not receive messages.*
- *If you forward your calls to a phone number outside your local calling area, the usual Long Distance charges will be billed to your account if the call is answered at that number.*
- *You can only activate this service from your Rogers Home Phone telephone line.*

CALL FORWARD – BUSY/NO ANSWER

Call Forward – Busy

If your main phone line is tied up, you can have your call forwarded to an alternate number so you won't miss it.

To activate Call Forward – Busy:

1. Pick up your phone, dial *90 and listen for the confirmation tone.
2. Enter the full 10-digit forward-to number.
3. Hang up.

When your line is busy, all incoming calls will be forwarded to the alternate number you specified.

To deactivate Call Forward – Busy:

1. Pick up your phone, dial *91 and listen for the confirmation tone.
2. Hang up.

When your line is busy, all incoming calls will stop being forwarded to the alternate number you specified.

Call Forward – No Answer

This type of Call Forward automatically forwards your unanswered incoming calls to an alternate phone number.

To activate Call Forward – No Answer:

1. Pick up your phone, dial *92 and listen for the confirmation tone.
2. Enter the full 10-digit forward-to number.
3. Hang up.

All unanswered calls will now be forwarded to the number you assigned.

To deactivate Call Forward – No Answer:

1. Pick up your phone, dial *93 and listen for the confirmation tone.
2. Hang up.

Incoming calls will no longer be forwarded when your line goes unanswered.

HELPFUL HINT

Subscribers to Home & Away Voicemail cannot subscribe to Call Forward – Busy/No Answer. Instead, all unanswered calls will go to Voicemail.

CALL RETURN – BUSY

If you're trying to call someone and the line is always busy, Call Return will automatically alert you when the line is free. The Call Return alert has a special ring to differentiate it from your other calls.

To activate Call Return – Busy:

1. Hang up your phone after receiving a busy signal.
2. Pick up your phone and wait for a dial tone.
3. Dial *66 and hang up again.
4. The previously busy number will be monitored for the next 30 minutes. When the number is no longer busy, your phone will alert you with a special ring.
5. When you hear the special ring, answer your phone. The previously busy number will be dialed automatically.

To deactivate Call Return – Busy:

1. Pick up your phone and dial *86. A message will confirm that the service has been cancelled.

HELPFUL HINTS

- *This feature will not work while you are using Three-Way Calling.*
- *If you make more than one call resulting in a busy signal and use the Call Return – Busy feature after receiving the busy signal on each line, the service will alert you when one of the lines becomes free. However, you will not know which caller's line has become free unless you subscribe to the Call Display feature.*

CALL RETURN – LAST

Use this feature when you want to automatically redial the number of the last incoming call. If that number is busy, you'll be alerted with a special ring when the line becomes available.

To use Call Return – Last:

1. Pick up your phone and dial *69. You will hear a message that provides the number of the last caller.
2. To automatically redial this number, press 1.

NOTE: If the last caller's number is busy, a message will offer to monitor the line for 30 minutes and alert you with a special ring when it is free. When the special ring occurs, pick up the phone to automatically dial the number.

To deactivate Call Return – Last:

1. Pick up your phone and dial *89. A message will confirm that the service has been cancelled.

HELPFUL HINT

Call Return will not work while you are using Three-Way Calling.

CALL TRANSFER

During a call, you can use this feature to transfer the person you're speaking with to another local phone number.

To use Call Transfer:

1. While connected to a caller whom you want to transfer, press the hang-up (or LINK/FLASH) button on your phone.
2. After you hear a dial tone, dial the local number to which you want to transfer the current call.
3. Once the new call has been answered, hang up your phone to transfer the call to that number.

CALL SCREEN

Using this feature, you can reject incoming calls from a list of numbers that you specify. Callers whose numbers are included in your Call Screen list will hear an announcement indicating that you are not accepting calls from their number.

To assign numbers to your Call Screen list:

1. Pick up your phone and dial *60.
2. Press #.
3. Enter the 10-digit phone number that you want to add to your Call Screen list and then press # again.

To add the last number that called you to your Call Screen list:

1. Pick up your phone and dial *60.
2. Press #.
3. Press 01 and then press # again.

To activate Call Screen:

1. Pick up your phone and dial *60. A recording indicates that the Call Screen feature is off.
2. Press 3.

The Call Screen feature is now turned on and calls from numbers specified in your Call Screen list will not reach your phone.

To remove a number from your Call Screen list:

1. Pick up your phone and dial *60.
2. Press *.
3. Enter the 10-digit phone number that you want to remove from your Call Screen list and then press * again.

The number has now been removed from your Call Screen list and calls from that number will be accepted.

To remove ALL numbers from your Call Screen list:

1. Pick up your phone and dial *60.
2. Press *.
3. Press 08.
4. Press * again.

Your Call Screen list is now empty and no calls will be blocked.

To deactivate Call Screen:

1. Pick up your phone and dial *60. A recording indicates that the Call Screen feature is on.
2. Press 3.

The Call Screen feature is now turned off and all calls to your number will reach your phone.

ANONYMOUS CALLER REJECTION

This type of call screening allows you to reject incoming calls from private or blocked numbers. When a call from a private or blocked number arrives, the caller will hear an announcement indicating that you are not accepting calls from anonymous numbers.

To activate Anonymous Caller Rejection:

1. Pick up your phone, dial *77 and listen for a busy signal.
2. Hang up.

To deactivate Anonymous Caller Rejection:

1. Pick up your phone and dial *87. Once you hear a busy signal, Anonymous Caller Rejection has been deactivated.
2. Hang up.

All callers who would normally appear as **Private** on your Call Display will now hear an announcement indicating that you are not accepting calls from anonymous numbers. Additionally, your phone will not even ring during these types of calls.

CALL TRACE

If you ever receive a threatening, harassing or obscene call, you can use the Call Trace feature to trace the number from which the call was made. The details of the trace are collected by Rogers and sent to your local police service upon request.

NOTE: This service allows you to trace only the last incoming call. Call Trace should only be used in serious situations. We cannot release these phone records to you. After using this feature, you must contact your local police service to inform them you have initiated a trace.

To use Call Trace:

1. Hang up after receiving the call.
2. Pick up your phone, dial *57 and wait for the recorded message indicating that the call has been traced. Now that you have submitted your trace request, contact your local police service and report the incident.

HELPFUL HINTS

- *Call Trace works for calls whose display was blocked at the caller's request.*
- *The information provided by Call Trace will only be available to your local police service.*

DISTINCTIVE RING

To help save your family time, Distinctive Ring allows you to add up to two additional phone numbers to your service. Each additional number uses the same line, but has its own ring so you always know who the incoming call is for. This means that up to 3 members of your family can have distinctive rings.

The Distinctive Ring feature can also be used to share a single phone line with a fax machine. (Consult your fax machine owner's manual to program it to answer Distinctive Ring phone calls.)

*For more information about using the Distinctive Ring feature with a fax machine, please refer to **page 41** of this user guide.*

HELPFUL HINTS

- *By default, you will hear a different ring when receiving a Long Distance call. This is a free service provided by Rogers and works in conjunction with Distinctive Ring.*
- *You can deactivate/reactivate the Long Distance ring by dialing* * 4 9.

To subscribe to or activate Distinctive Ring:
Call 1 888 ROGERS1 and request Rogers Home Phone Account Changes.

NOTE: Distinctive Ring does not allow multiple, simultaneous incoming or outgoing calls. It is still one physical line.

SPEED CALL

If you make frequent calls to a particular number/numbers, this feature can help save you time. Speed Call allows you to define unique two-digit Speed Call codes for up to 30 frequently used phone numbers in your speed dial list. You can then quickly dial a number in the list by entering its associated code.

Set up your Speed Call list:

1. Pick up your phone and dial * 7 5. Listen for the dial tone.
2. Enter the two-digit code that you want to assign to the phone number. (You can enter any number between 20 and 49.)
3. Enter the full phone number that you want to associate with the new two-digit code.
4. Press # and wait until you hear three beeps followed by a dial tone. This sequence indicates that you have successfully programmed a Speed Call number.
5. Repeat steps 2-4 for each number that you want to program.
6. Once you have finished entering the codes, simply hang up your phone.

To make calls using Speed Call:

1. Pick up your phone and wait for a dial tone.
2. Dial one of your programmed two-digit codes.
3. Press #. The phone number associated with the code will be dialed for you automatically.

To update numbers on your Speed Call list:

1. Press * 7 5 and wait for a dial tone.
2. Dial the two-digit code that you want to update.
3. Enter the updated phone number that you want to associate with the two-digit code.
4. Press #.
5. Repeat steps 2-4 for each Speed Call code that you want to update.
6. Once you have finished updating your codes, hang up your phone.

THREE-WAY CALLING

With Three-Way Calling, you can conference in two other callers.

To use Three-Way Calling:

1. Dial the FIRST person's phone number as you normally would.
2. Once they have answered, ask the FIRST person to hold while you conference someone else into the call.
3. Press and release the hang-up (or LINK/FLASH) button quickly. You will hear a new dial tone.
4. Dial *71, followed by the SECOND person's phone number.
5. Once the SECOND person has answered, press and release the hang-up (or LINK/FLASH) button quickly. Both the FIRST and SECOND parties should now be on the line with you.

If the SECOND person does not answer:

Quickly press and release the hang-up (or LINK/FLASH) button twice to return to the FIRST person.

If you want to end the conversation with the SECOND person only:

Ask the SECOND caller to hang up or press the hang-up (or LINK/FLASH) button again.

HELPFUL HINTS

- *If either the FIRST or SECOND person hangs up, your call will not be interrupted. However, if you hang up, the three-way call will end.*
- *Using Three-Way Calling temporarily disables all Call Waiting features for the duration of the call. Call Waiting is restored once the three-way call ends.*
- *If you use Three-Way Calling for a Long Distance call, charges will apply.*

LONG DISTANCE LOCK

When the feature is turned on, no one will be able to make Long Distance or International Long Distance calls from your Rogers Home Phone.

To activate Long Distance Lock:

1. Pick up your phone and dial *95.
2. Enter your Long Distance Lock PIN* and press # when prompted. The default Long Distance Lock PIN is the last four digits of your phone number. For example, if your phone number is (555) 555-1234, your default PIN is 1234.
3. Listen for the confirmation message and then hang up. Outgoing Long Distance calls are now locked out.

To change your Long Distance Lock PIN:

1. Pick up your phone and dial *55.
2. Press *95 and then press # to identify Long Distance Lock as the PIN you want to change.
3. Enter your current Long Distance Lock PIN* and press # when prompted. The default Long Distance Lock PIN is the last four digits of your phone number. For example, if your phone number is (555) 555-1234, your default PIN is 1234.
4. Enter the new Long Distance Lock PIN and press #.
5. Re-enter the new Long Distance Lock PIN and press # to confirm your selection.
6. Listen for the confirmation message and then hang up.

To deactivate Long Distance Lock:

1. Pick up your phone and dial *96.
2. Enter your Long Distance Lock PIN* and press # when prompted. The default Long Distance Lock PIN is the last four digits of your phone number. For example, if your phone number is (555) 555-1234, your default PIN is 1234.
3. Listen for the confirmation message and then hang up. Outgoing Long Distance calls are now allowed.

*This is different from your Voicemail PIN.

HELPFUL HINTS

- *You must enable Long Distance Lock before you can activate it by calling **1 888 ROGERS1** and requesting Rogers Home Phone Account Changes.*
- *Long Distance Lock does not prevent collect calls. You must separately request that they be blocked by calling **1 888 ROGERS1** and requesting Rogers Home Phone Account Changes.*

TROUBLESHOOTING AND FAQs

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Where can I find answers to questions I have concerning my Rogers Home Phone?

In this section, you can find solutions to any additional questions you may have. By referring to the **Troubleshooting** and **Frequently Asked Questions** sections, you can save yourself a call by resolving on your own certain issues you may experience. If you need further assistance, please visit **rogershelp.com**, call **1 888 ROGERS1** or turn to ***page 51*** for additional support services.

TROUBLESHOOTING

I cannot hear a dial tone.
I cannot place calls.

1. Try placing a call from a different phone in your home.
2. Ensure that all your phones are properly connected to their jacks, that they are not off the hook and that they are plugged into a wall outlet (if they require power).
3. If you are using a cordless phone, make sure that the handset is in range of its base and that it is properly charged.
4. Ensure that a telephone splitter has not been connected between your Rogers Home Phone Terminal and the telephone jack.
5. Unplug each of your phones from its jack and try connecting a single phone to isolate the problem to a specific phone or jack.
   - If you hear a dial tone, it may indicate a problem with one of your jacks.
   - If you do not hear a dial tone from any of your jacks, go to step 6 below.
6. Check the LED pattern on your Rogers Home Phone Terminal to ensure that it is working correctly. See ***page 43*** for details.
   - If your Rogers Home Phone Terminal is NOT working correctly, follow the steps on ***page 43*** to reset it.
   - If you still do not hear a dial tone from any of your jacks, call **1 888 ROGERS1** and request Rogers Home Phone Technical Support from another phone number.

I cannot receive calls.
My phone does not ring.

1. Ensure that you hear a dial tone and can place a call. If you can't, refer to the steps on your left, "I cannot hear a dial tone."
2. Ensure that the Call Forward – All Calls feature is not on. (Dial *73 to deactivate it.)
3. Make sure that your phone ringer is on and loud enough to hear. (Refer to your phone manual for instructions.)
4. Ensure that all your phones are properly connected to their jacks, that they are not off the hook and that they are plugged into a wall outlet (if they require power).
5. If you are using a cordless phone, make sure that the handset is within range of its base and that it is properly charged. If none of the steps above resolves the issue of no dial tone/unable to receive calls, please call **1 888 ROGERS1** and request Rogers Home Phone Technical Support.

TROUBLESHOOTING

I hear static and/or a hum while on a call.

1. Unplug each of your phones from its jack and try connecting a single phone to isolate the problem to a specific phone or jack.

   NOTE: If possible, use a corded phone for the steps below.

   - If you do not hear static or a hum, the problem may be with one of your other phones or jacks.
   - If you still hear static or a hum, try step 1 with another phone on a different jack.
   - If you still hear static or a hum after trying all your phones on all of your jacks, try the steps below.
2. Check each of your phones for stuck buttons, damaged keypads or other damage.
3. Check each of your jacks for physical damage or loose wiring.
4. If none of the steps above eliminated the static or hum, call 1 888 ROGERS1 and request Rogers Home Phone Technical Support.

I receive a fast busy signal when trying to place a call.

All outgoing lines in your area may be in use, preventing you from placing a call. These situations do not last long. Please try to place your call later. We apologize for the inconvenience.

Caller information is not being displayed.

1. Ensure that you are subscribed to the Call Display feature. See *page 24*.
2. Make sure that the phone is compatible with Call Display. (Refer to your telephone manual.)
3. Check both the phone power adapter and electrical outlet to ensure that your phone is plugged in properly. Call Display phones should be plugged directly into the phone outlet, with no answering machines, fax machines, extension cords or jack splitters between the Call Display phone and the jack. These components may prevent the Call Display information from being sent to your phone.
4. If none of the above suggestions work, call 1 888 ROGERS1 and request Rogers Home Phone Technical Support.

My Call Display only shows 7 digits of a phone number. I am unable to redial missed calls directly from my Call Display list.

Some Call Display-compatible telephones allow you to program your area code into your phone. This means that calls being displayed show only the 7-digit telephone number (without the area code). If you are in a 10-digit dialing area and attempt to redial this number, the call will fail.

To display the full 10-digit telephone number and avoid this problem, do not program an area code into your phone. Refer to the phone manufacturer's user guide to learn how to delete the area code.

If the above does not work, call 1 888 ROGERS1 and request Rogers Home Phone Technical Support.

TROUBLESHOOTING

I am having a problem programming my fax machine to accept incoming faxes.

Depending on which features you subscribe to, your fax machine may not be correctly programmed to accept incoming faxes. Verify the following information to ensure your fax machine is set up properly:

1. Is your fax machine properly installed and powered on?
   - No – Please review the fax machine manufacturer's user guide.
   - Yes – Go to step 2.
2. Has the ring pattern required to activate your fax machine been set?
   - No – Please set the activation ring pattern on your fax machine.
   - Yes – Go to step 3.
3. Is your phone capable of making the ring pattern to activate your fax machine?
   - No – Set your fax machine activation ring pattern to one that your phone is capable of making.
   - Yes – Go to step 4.
4. If none of the above works, please call 1 888 ROGERS1 and request Rogers Home Phone Technical Support.

NOTE: Rogers offers a feature called Distinctive Ring that is perfect for fax machines. Distinctive Ring allows you to have multiple phone numbers with corresponding Distinctive Rings for each number. You can assign a specific phone number, with its own distinctive ring, for your fax machine. This is all done without installing new lines in your home. *See page 33 for more information.*

The Distinctive Ring patterns are:

DISTINCTIVE RING	LINE
1st Distinctive Ring 2 long rings	**1st Virtual Line**
2nd Distinctive Ring 2 short and 1 long ring	**2nd Virtual Line**

Some common ring patterns to avoid are:

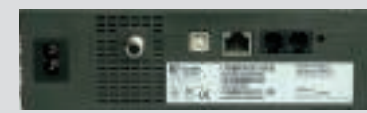
RING PATTERN	DESCRIPTION
1 ring	This is used to announce incoming local calls. If your fax machine is set to 1 ring, all incoming local calls will activate your fax machine.
3 rings (1 long and 2 short) by default this is turned on	This is used to announce incoming Long Distance calls. If your fax machine is set to 1 long ring and 2 short rings, all incoming Long Distance calls will activate your fax machine.

TIP *Dial* *49 to activate/deactivate the Long Distance ring characteristic. By default, this is deactivated. If you do plan on using a fax machine on your line, Rogers suggests that you turn off the Long Distance ring notification.*

CHECKING YOUR ROGERS HOME PHONE TERMINAL

Understanding the Phone Terminal LED Pattern.

Use the pictures below to identify your Rogers Home Phone Terminal.

Arris TM402G (Front)	**Arris TM402G** (Back)
Arris TM502G/602 (Front)	**Arris TM502G/602** (Back)
Scientific Atlanta DPX2213 (Front)	**Scientific Atlanta DPX2213** (Back)
	
Scientific Atlanta DPC2203 (Front)	**Scientific Atlanta DPC2203** (Back)

CHECKING YOUR ROGERS HOME PHONE TERMINAL

From time to time, one or more lights on your Rogers Home Phone Terminal may flash or go out. This section contains information about troubleshooting changes in the normal LED light pattern.

The front of your Rogers Home Phone Terminal contains a series of LED indicators (lights) that indicate the status of various elements that provide your phone service.

During normal operation:

- Of the **ARRIS Home Phone Terminal**, all of the lights will remain on and steady except for the Link LED.
- Of the **Scientific Atlanta Home Phone Terminal**, all of the lights will remain on and steady except for the Link LED (Note: In some Terminals, the US and DS lights will remain off during normal operation).

The Power light is flashing or is out.

If the Power light begins to flash or is out, the Rogers Home Phone Terminal is not receiving AC power. Confirm that both ends of the AC power cable are properly connected. If the AC power cable is properly connected and the Power light is still out, call **1 888 ROGERS1** and request Rogers Home Phone Technical Support.

The Telephone 1 and/or Telephone 2 lights are flashing.

If Telephone 1 and/or Telephone 2 lights are flashing, one or more phones are off the hook. Confirm that all of your phones are properly hung up.

The Battery light is flashing.

If the Battery light is flashing, the battery is either low or is being charged (after installation or replacement).

NOTE: You can still use your phone while it is charging.

If the battery was not recently installed or replaced, call **1 888 ROGERS1** and request Rogers Home Phone Technical Support.

The Battery light is off.

If the Battery light is off, try the following steps:

1. Check the bottom of your Rogers Home Phone Terminal and ensure that a battery is present.
   - If there is no battery, call **1 888 ROGERS1** and request Rogers Home Phone Technical Support.
   - If there is a battery, remove it and securely reinsert it. (You should hear a click.) The battery light may begin flashing to indicate that it is charging.
2. If the battery light is still off, call **1 888 ROGERS1** and request Rogers Home Phone Technical Support.

How to reset your Rogers Home Phone Terminal:

If you do not hear a dial tone, resetting your Rogers Home Phone Terminal may resolve the problem:

1. Look at the back of your Rogers Home Phone Terminal and use the pictures to identify your model and the location of the reset button.
2. Press and hold the reset button with a paperclip until the lights on the front of the terminal turn off.
3. Release the reset button.
4. The terminal will begin the start-up sequence, which takes approximately 5 minutes.
5. The LED on the front of your Rogers Home Phone Terminal should now be lit and steady.
6. If this does not resolve your problem, call **1 888 ROGERS1** and request Rogers Home Phone Technical Support.

FREQUENTLY ASKED QUESTIONS

In this section, you'll find some common questions about Rogers Home Phone. You can find out what makes this service different and what you can do with your service, and you can find answers to any concerns you may have about Rogers Home Phone.

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GENERAL QUESTIONS

What should I do if my old phone company calls me?

If your old phone company calls to try to win you back, remember that you switched for a reason. We value your business, and your complete satisfaction is important to us. We want to ensure that you really do have a better home phone service built around you. Call **1 888 ROGERS1** and request Rogers Home Phone Account Changes if your old phone company calls you, and we can help you analyze their offer and ensure that you have the best products and services for your needs.

I'm moving. Can I keep my phone number?

If you're moving within the same service area, you can indeed keep your phone number in most cases. If you are moving outside of your current service area, we will provide you with a new phone number.

Call Rogers 30 days before you move and we'll help you connect your services at your new address. No matter what services you move, we can install them with one quick visit. Just call us as soon as you can before you move and you'll be connected, comfortable, entertained and at ease before you know it.

How do I change the name on my account?

Updating your contact information is quick and easy. Just call **1 888 ROGERS1** and request Account Changes.

Can I change my phone number?

Yes. To have your phone number changed, please call **1 888 ROGERS1** and request Rogers Home Phone Account Changes.

Will I continue to receive my White Pages and Yellow Pages Directories every year?

Yes.

Will I be listed in the White Pages Telephone Directory?

Yes. Unless you choose a non-published number, your listing will appear in the next White Pages Telephone Directory.

QUESTIONS ABOUT ROGERS HOME PHONE

How does Rogers Home Phone work?

Rogers Home Phone uses Rogers cable lines to deliver your phone service. Simply put, instead of getting your phone service over the telephone company's wires, you'll get it through Rogers cable lines.

Rogers Home Phone uses the same physical cable as your other services. However, the data and services will be routed through a dedicated, monitored network. You don't have to have TV or Internet service with Rogers in order to have Rogers Home Phone.

If you do have other Rogers services, we want to assure you that our Network Engineering Team carefully plans each maintenance event to ensure that activity to upgrade and improve one service does not impact other services. For example, when maintenance is performed on the Rogers Digital Cable network, it rarely impacts the Rogers Hi-Speed Internet service.

Will my Rogers Home Phone service continue to work during a power outage?

Your Rogers Home Phone Terminal has a battery back-up that allows you to use your telephone service while the power is out. Provided that the battery in your Rogers Home Phone Terminal is correctly installed and fully charged, you will be able to make and receive calls for up to 5 hours.

NOTE: Cordless phones cannot work in the event of a power outage. We recommend that you keep at least one corded phone in your home in case of a power outage.

How do I add or remove Calling Features from my service?

You can choose features individually or in packages. To add or remove features, please call **1 888 ROGERS1** and request Rogers Home Phone Account Changes. Remember, you can add or change your Calling Features at any time.

Is Rogers Home Phone compatible with fax machines?

Rogers Home Phone supports most types of telephone devices. Because of the wide variety of fax machines, however, we cannot guarantee full compatibility with every type of fax machine.

Is Rogers Home Phone compatible with dial-up modems?

Rogers Home Phone supports most types of telephone devices. Because of the wide variety of modems, however, we cannot guarantee full compatibility with every type of modem.

If you use a dial-up Internet service, we highly recommend switching to the Rogers Hi-Speed Internet Ultra-Lite service, which provides faster speeds than dial-up at a similar cost, and you may qualify for a bundle discount on your phone service.

For more information about Better Choice Bundles™ and Rogers Hi-Speed Internet service, please visit **rogers.com/bundles** or call **1 888 ROGERS1** and request Rogers Home Phone Account Changes.

Does Rogers Home Phone work with home alarm systems?

Yes. Rogers Home Phone works with the majority of home alarm systems such as ADT, Alarmforce, Chubb and many more. The Rogers Home Phone service is easily incorporated into an existing home alarm system because it uses a dedicated, private cable network, not Voice over Internet Protocol (VoIP) or the Internet, to transmit information to the alarm company. Your alarm company does not need to make any adjustments or upgrades to work with your new Rogers Home Phone service.

NOTE: If your phone number has changed, you should provide the new number to your alarm company immediately so that they can update your account with accurate contact information.

How can I temporarily disconnect my Rogers Home Phone while I'm away for an extended period?

If you want to temporarily disconnect all your telephone services and suspend your billing while retaining your telephone number, you can subscribe to the Seasonal Service by calling **1 888 ROGERS1** and requesting Rogers Home Phone Account Changes.

I do not want my phone to ring differently on Long Distance calls. Can this be disabled?

Yes. This feature can be activated/deactivated by dialing *49.

QUESTIONS ABOUT CALL WAITING AND CALL FORWARD

How do I use Call Waiting with the Enterphone or intercom system in my building?

It is easy. Refer to *page 25* for information on how to use Call Waiting with an intercom system or Enterphone.

If I activate Call Forward – All Calls, can callers still leave me Voicemail messages?

No. If you subscribe to the Voicemail service and forward calls to an alternate number, your Voicemail service will not receive messages.

Can I still make outgoing calls if I activated the Call Forward – All Calls feature?

Yes. You can make outgoing calls, but you cannot receive any calls.

Why do I still hear my phone ring briefly when I activate Call Forward – All Calls?

If someone tries to call you while Call Forward is on, your phone will ring briefly to remind you that the feature is activated.

If I activate Call Forward – All Calls with a Long Distance telephone number, will I be charged for a Long Distance call?

Yes. If you forward your calls to a phone number outside your local calling area, the usual Long Distance charges will be billed to your account if the call is answered at the distant number.

Can I activate Call Forward – All Calls for my home telephone number from a remote location?

No. You can only activate this service from your Rogers Home Phone phone line.

QUESTIONS ABOUT FREE LONG DISTANCE CALLING

Do I really get free Long Distance to other Rogers customers?

Yes. With Rogers Home Phone, you can call any Rogers Home Phone, Rogers Wireless or Fido customer in Canada without paying Long Distance charges.

This isn't a promotion; it's here to stay and it doesn't cost you anything. It is a standard part of your Rogers Home Phone service!

- You can talk for as long as you want, whenever you want.
- There are no restrictions on the time of day or the length of the call.
- There are no new digits to dial, no extra charges to pay, and you don't have to sign up.

We call this free calling My Home Connections, and that's what will appear on your invoice when you call Rogers Home Phone, Rogers Wireless or Fido customers. For more information, visit **rogers.com/myhomeconnections** or call **1 888 ROGERS1** and request Rogers Home Phone Account Changes.

Are there any restrictions on when or how long I can call for free?

No. You can call whenever you want and talk for as long as you want, as long as the calls are to other Rogers Home Phone, Rogers Wireless or Fido customers.

Please note:

- You must have both your Local and Long Distance service with Rogers.
- Calls made using a Calling Card or calls made with operator assistance will still incur Long Distance charges.
- You still get great Long Distance rates to the other places you call with the Long Distance plan you chose. *This* isn't a Long Distance plan and it doesn't cost you anything.

How do I make FREE Long Distance calls to other Rogers customers?

It's simple – just dial 1 + area code + phone number as you normally would, and talk for as long as you'd like! There are no extra charges to pay and nothing to sign up for. These Long Distance calls are automatically free because you are a Rogers Home Phone customer.

How will these calls appear on my invoice?

All your Rogers Long Distance calls will be indicated on your invoice. The free calls to Rogers Home Phone, Rogers Wireless or Fido customers have an **R** in the *Code* column and a **0.00** in the *Cost per min* column. You will see a line on your invoice summarizing the free Long Distance you receive each month. We call this benefit My Home Connections, so that is how these calls will be grouped on your invoice.

QUESTIONS ABOUT CALL SCREEN

How do I deal with unwanted phone calls (e.g., telemarketing/repeated wrong numbers)?

If you receive unwanted phone calls, such as repeated wrong numbers or telemarketing calls, Rogers Home Phone has a number of features and tips to help you:

A. For repeated wrong numbers: Everyone receives wrong number calls occasionally. The best way to handle these occasional wrong number calls is to politely advise callers of the mistake and hang up. However, this can become a major annoyance if you continue to receive repeated wrong number calls despite your efforts. In this situation, try the following:

- Use the Call Display feature to help you decide whether or not to answer calls from wrong numbers that you recognize.
- Subscribe to the Call Screen feature and block the wrong number from calling you.
- You may also want to consider changing your number and ensuring it is non-published.

Important: If the calls are of a harassing or abusive nature, please use the Call Trace feature and follow the instructions on *page 32*. Details of the traced call will only be released to your local police service.

B. For unwanted telemarketing calls: You can choose to avoid telemarketing calls by:

- Using the Call Display feature to help you decide whether or not to answer calls from numbers that you suspect to be telemarketers.
- Subscribing to the Anonymous Caller Rejection service. (Any calls from Private Number/Private Name will be intercepted and the caller will be advised that your number will not accept these types of calls.)
- Subscribing to the Call Screen feature and blocking the specific telemarketer numbers from calling you.

How do I deal with fax machines calling my home number?

Almost all fax calls made to your Rogers Home Phone number are the result of a wrong number. The person faxing will usually realize this when their fax is not completed. Unfortunately, some faxes are sent out by an unattended, automated fax computer program that attempts to redial your number repeatedly until the fax has been successfully sent.

To stop receiving fax calls:

- Be patient. Generally, even the most persistent fax computer program will give up after a few attempts.
- Use the Call Display feature to help you decide whether or not to answer calls from suspected fax numbers.
- Subscribe to the Call Screen feature and block the fax number from calling you.
- You may also want to consider changing your number and ensuring it is non-published.

QUESTIONS ABOUT CALL DISPLAY

I subscribe to Call Display. Why can't I see the caller ID details for all of my calls?

Some of the reasons why the caller ID details may not be displayed include:

- If some calls display as **Private Name** or **Private Number**, the caller has intentionally blocked display of his or her number and/or name.
- The Call Display feature may not be available or may not display correct information for calls made from public, business or cellular telephones, calls placed by operators or some Long Distance calls.
- If you are using the Call Forwarding feature, information about calls initially intended for your line cannot be displayed.

CONTACT US

Refer to this section whenever you need support for your service.

› Contact information 51

What help services are available if I need further assistance with my Rogers Home Phone?

At Rogers, we're always ready to help whenever you need assistance 24/7. Visit our Help Section at **rogershelp.com,** where you can chat with a Rogers Live Support Agent, search our FAQs, browse through our customer forums, and view our How To Videos for great tips and instructions on using your service. You can also call **1 888 ROGERS1** for 24/7 support.

CONTACT INFORMATION

Here are a few of the places that you can call for assistance.

RESOURCES AVAILABLE	CHANNEL
Technical Support or Customer Service 24/7	**1 888 ROGERS1 (1 888 764-3771) or 611 from your Rogers Home Phone or Rogers Wireless phone**
Chat with a Live Support Agent Search Frequently Asked Questions Browse through customer forums	**rogershelp.com**
Submit a technical question to our Electronic Support Group	**rogers.com/contactus**
View How-To videos for tips on setting up and using your Rogers services	**rogershelp.com/howto Or Channel 99 and On Demand Channel 100, if you have *PersonalTV* with a Rogers Digital Box**
Access your voicemail 24/7	**rogers.com/onlinevoicemail 1 87ROGERSVM**

MORE FROM ROGERS

Learn about other services from Rogers that are flexible and fulfilling.

› Get more with Rogers 54
› *PersonalTV*™ 54
› Rogers Hi-Speed Internet 55
› Rogers Wireless 55

GET MORE WITH ROGERS

As a Rogers Home Phone customer, you have selected a service that provides value and flexibility. You can also choose other Rogers services and enjoy complete control over your home's communication and entertainment needs – whether you're at home or on the go.

With Rogers, you can manage all of your services with one monthly invoice and receive helpful technical support 24/7 on all your services with one phone number. Read on to find out what *PersonalTV*, Rogers Hi-Speed Internet and Rogers Wireless can bring to your home.

Plus, the more Rogers services you have, the more you can save by bundling your services together. Here's how the savings work:

2 Rogers services – save 5% on both, every month
3 Rogers services – save 10% on all, every month
4 Rogers services – save 15% on all, every month

Visit **rogers.com** or call **1 888 ROGERS1** for more information on all of the Rogers services.

PERSONAL TV

It's TV like never before.

PersonalTV from Rogers makes it easy to customize your TV experience with:

- Over 170 channels in 100% digital picture and sound
- CD-quality music from 40 commercial-free digital music channels
- Access to thousands of movies and shows any time you want with On Demand
- The most multicultural channels in over 20 languages

You can't get all this on satellite!

ROGERS HI-SPEED INTERNET

The Fastest and Most Reliable. Period.

Now you can explore more, discover more and do more online with Rogers Hi-Speed Internet. Choose from a selection of speed options and get as much speed as you need. Whether you download music, send e-mail, help your kids with their homework online or catch up on your favourite blog, Rogers Hi-Speed Internet has the speed that's just right for you.

Independent third-party testing showed that Rogers Hi-Speed Internet service consistently delivered a higher average speed throughout the day than the equivalent speed with the other major Internet service provider[3]. So regardless of what speed you choose, you'll get an Internet service that's always faster. And you'll never have to worry about what your kids are doing online since every level of service includes an all-in-one security suite featuring Norton Personal Firewall and Norton AntiVirus at no extra charge.

ROGERS WIRELESS

Talk, Text & More on Canada's Most Reliable & Fastest Network.

Make Rogers your choice for wireless service. We offer the latest in high speed music phones, camera phones, video phones and smartphones like BlackBerry and others. Plus, you can choose from a variety of plans and options suited to your lifestyle and budget – like the Family Plan that lets a family share airtime and call each other for free, or the MY5 option that offers unlimited talk and text to any 5 numbers in Canada. And you can be confident that every connection you make on our network will be clear, strong and fast, as both our GSM voice and HSPA data networks are respectively the most reliable and the fastest in Canada. Visit **rogers.com/reliable** for more information.

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Long Distance plans and Calling Features subject to change at any time. *Home* & Away Voicemail: **1.** Customers must select one email address at which they receive messages per Voicemail box. Can receive an audio file containing Voicemail messages on any .WAV-enabled device. Standard data charges apply when downloading messages. **2.** Rogers Home Phone customers can share their Voicemail box with one pre-paid Wireless or one Home Phone number billed from the same account as their Home Phone service. Standard per-minute and other Wireless charges apply. Free Long Distance to other Rogers Customers: Customers with Rogers Home Phone and Long Distance service whose accounts are in good standing will not be billed for Long Distance charges for calls made to other Rogers Home Phone, Rogers Wireless and Fido customers in Canada. Standard per-minute and other wireless plan charges plus taxes are excluded. Better Choice Bundles: Discount begins after promotional period ends and applies to eligible recurring monthly service fees; 24-month commitment required. Installation fees, connection and/or relocation fees are extra. Early cancellation fees and other conditions apply. See rogers.com/bundles for details. Rogers Hi-Speed Internet: **3.** Fastest and most reliable speeds claim supported by independent third-party research conducted by comScore Inc., comparing average download speed to the equivalent speeds of the incumbent DSL provider. Testing completed in the Rogers GTA footprint from January 18, 2008 to May 31, 2008. PersonalTV: Basic Cable and Digital Cable Box required to receive digital programming. All channels receive digital signals where Digital Cable permits. Channels and services may vary by region. Rogers Wireless: Fastest wireless network measuring download speeds within Rogers HSPA coverage. Most reliable network claim refers to call clarity and dropped calls test results as conducted by Rogers and a recognized third-party research company in the majority of urban Canadian centres within the Rogers Wireless footprint, comparing voice services of the major wireless providers. ®Fido is a registered trademark of Fido Solutions Inc. All other brands, names and logos are trademarks of their respective owners; all rights reserved. ™Trademarks of Rogers Communications Inc. or of Rogers Wireless, used under license.

ROGERS

CUSTOMER SERVICE

For any questions concerning your Rogers Home Phone, do not hesitate to contact our Customer Support team at **1 888 ROGERS1 (1 888 764-3771)**.

Technical Support:

Contact us if you have any questions or problems with your Rogers Home Phone service:

- Dial 611 from your Rogers Home Phone or Rogers Wireless phone and request Technical Support.
- Dial **1 888 ROGERS1** when you are away from home and request Technical Support.
- Email at **homephonesupport@rci.rogers.com**
- Visit **rogershelp.com**

241-BRO-EN-1108